NORTH CAROLINA DEPARTMENT OF LABOR

IT PLAN

2007 – 2009 Biennium

State CIO
Departmental/Agency IT Plans
2007-2009 Biennium

Template for Agency IT Plans

July 2006

Table of Contents

Chapter 1 - Departmental/Agency Strategic Business Initiatives and Major Business Requirements

Introduction

The N.C. Department of Labor is responsible for promoting the health, safety and general well being of all North Carolina workers. The laws and programs the department administers affect every worker – and virtually every person – in the State. The Labor Commissioner heads the Department and serves as a member of the Council of State. The Commissioner has broad regulatory and enforcement powers to carry out the Department's duties and responsibilities. The Department Divisions and Bureaus carry out the principal regulatory enforcement and informational programs. The Department of Labor serves the workplace. Its programs, as well as the information it makes available, helps industry managers, small business owners, manufacturing employees and all those who work in North Carolina perform their work safely.

The Plan

During the 2007-2009 Biennium, the Department of Labor will concentrate on an assessment of the business needs of all Divisions and Bureaus with a goal of creating a technical strategy that aligns itself with Agency business needs. This goal would also strive to assure compliance with SB 991 and consider other State IT initiatives as well.

Herein are areas currently identified as actions that must be taken over the next two years to sustain a minimum and current level of information technology services for the Department. Existing network hardware, including switches and other related equipment, has reached the end of its effective life-cycle and must be replaced. Improved and updated technical and security features must be considered in these replacement efforts. Hardware server equipment must be replaced to sustain an existing electronic document application to include storage solutions and backup capability.   An Agency Intranet Server and a File Server will also need to be replaced, to include an existing tape backup system.   UPS equipment, currently supporting all Servers, is eight years old and needs to be replaced. In addition, more than a third of the Department's desktop hardware and software requires technology refresh each year. Further examination and assessment of expanding requirements for the Apprenticeship and Training function within the Department will likely result in replacement software and hardware costs during this period of time.

Chapter 2 - Requirements for Transitioning Existing IT Activities/Resources

Current projects

No major projects are scheduled at this time. The items listed above are for next budget year and the following budget year to be completed as resources allow.

Applications

Currently running Novell but we are exploring the option of converting network to Microsoft server

The Apprenticeship application program currently being developed is scheduled for phase 2 rollout in 2007 with Phase 3 completion to be determined but expected within 3-5 years.

The ASH application was developed in-house by DOL programmers and is scheduled for enhancement in 2007 as Windows server operating systems are upgraded and the program is updated to interface with the Microsoft Vista operating system.

The Boiler application is an application developed by a vendor, and provided by insurance companies at no cost to the Department. The application is scheduled for use for three more years with a reevaluation occurring during that time on further use.

The Filenet document imaging system is projected to be maintained but the server will be replaced as well as the operating system upgraded in the next two years.

The Elevator program, developed by in-house programmers at DOL, is projected to be enhanced to operate with the updated Microsoft server operating system in 2007.

The Wage and Hour application, also developed in-house is scheduled for enhancement to operate with the updated Microsoft server operating system in 2007.

The WORD application, developed in-house is scheduled for enhancement to operate with the updated Microsoft server operating system in 2007.

Infrastructure assets

There is significant need for technology refresh within the IT Division/Department of Labor as evidenced by the replacement request in this biennium budget. As further assessment is accomplished, additional equipment and software may be needed to promote consolidation efforts, both at the Department level and to support compliance with ITS requirements.

Operations/IT management

The Dept. of Labor has a need in 2007-2008 to replace 15 switches in the Old Revenue building. These switches are eight years old and are not in line with current technology and security requirements.
The Department's Filenet document management system has a server that is four years old and needs to be refreshed.
The UPS's for all servers are eight years old and failing and are in need of replacement.
PC refresh and operating system replacement is another major need in the upcoming year.

For 2008-2009 the SAN server which controls backup for the Filenet document management system will be four years old and will need replacement.
The Intranet server for DOL will be four years old and need replacement.
The Novell server for the department will be four years old and need replacement.
A more modern tape backup solution will need to be implemented as data storage grows.
The switches in the Labor building will need replacement as they reach their end of life cycle.
Additional purchases of PC's and operating system software will need to be done for normal refresh cycles.

Human resources

Training IT staff in skills to support the current and future technology is also significant. Existing staff has provided support through on-the-job training, and as legacy hardware and software systems are replaced, applications programmers, network, database and systems administrators, and support staff will all require more formal training. As need for analysis of business requirements throughout the Department increases, a greater need for business analysis and project management skill sets will also grow accordingly. Job classification changes and or staff increases may be necessary to meet the ever-increasing demands for additional information technology support.

Chapter 3 - IT Specific Economic-Driven Requirements or Opportunities

Economic requirements are the proactive action taken to minimize downtime caused by older equipment malfunctioning. Keeping mission critical equipment modernized will reduce the chance of downtime and loss of productivity. As the older equipment and applications are modernized and/or replaced, IT staff should be able to provide help-desk support more efficiently. This productivity gain may enable a shift of personnel to other needed technical skills given proper training.

Chapter 4 - IT Initiatives Developed From and Aligning With Plan Drivers

Initiative 1

As outlined in Chapter 2 above, the initiatives and needs listed states the order of importance or priority for implementation of IT related needs. Our goal is to address each item in this order as resources allow.

Initiative 2

Initiative 3